

## **GSE CUSTOMER COUNCIL**

### **October 30, 2003**

#### **Members Present:**

John Bradford, Chairperson; Capt. Bob Alles, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Lawyer, IDED; Roger Johnson, Cultural Affairs; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Peggy Sullivan, Judicial.

#### **Members Not Present:**

John Baldwin, DOC; Ruth White, Human Rights; Bob Straker, AFSCME.

#### **Others Present:**

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Scott Bertness, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Patti Allen, DAS; Barbara Bendon, GSE; Bonita Lane, GSE; Randy Howard, GSE; Mark Willemssen, Legislature; Julie Sterk, DAS; Mollie Anderson, DAS.

#### **Call to Order:**

Chairperson John Bradford called to order at 1:30 p.m.

#### **Opening Comments**

Pat Deluhery thanked Chairperson John Bradford for attending the DAS Key Staff meeting with Mollie Anderson to outline what is happening with the GSE Customer Council up to this point.

#### **Approval of Minutes of October 21, 2003 & October 23, 2003**

Roger Johnson moved to approve the minutes as typed. Jennifer St. John seconded the motion. Motion passed.

#### **CCM (Tim Ryburn)**

Tim Ryburn discussed the CCM presentation ("handout" copy attached to minutes) in detail and answered many questions and comments.

The association fee structure is based on six support areas:

- Capitol Complex maintenance Administration
- Custodial Services
- Locksmith Services
- Facility Maintenance
- Customer Service Center
- Space Management

Building Services – level of services – discussed

Ceremonial Spaces – funded by Direct Appropriation. Buildings: Capitol, Ola Babcock Miller, New Historical and new parking structure.

Mary Lawyer stated she was struggling with not charging for offices in buildings considered as Ceremonial Buildings. Example – offices in the Capitol. GSE responded it was considered; however, struggled with the methodology because some of these departments would use ceremonial spaces such as meeting rooms, halls, etc. The issue of equity was discussed at length.

Customer Council asked GSE to put together the square footage figure for Executive Branch agencies in ceremonial space. GSE Customer Council could then decide if Executive Branch agencies should be charged \$3.29 per square foot. If so, GSE would need to take that amount allocated for ceremonial – move that into the other funding source. John Bradford stated he believed knowing the square footage for ceremonial spaces would be useful information.

Customer Council members expressed the desire to have “call-backs” from Customer Service as to how their request for service has been handled, is the task completed? Is a part ordered? Is it a non-issue (example: heat is 68 degrees)? Etc.

After a lengthy discussion, Greg Anliker moved to tentatively accept the proposed Association fee per square footage on complex (subject to adjustment for removing any storage spaces of 1,000 square feet or more – to be charged at a lesser rate) at \$3.29 per square footage – noting there will be a slight adjustment up for occupied space and a lower rate for storage areas). Mary Lawyer seconded the motion. Motion passed.

Include or exclude Commission for the Blind Cafeterias in the fee structure discussed. Currently, they do not pay any rent or expenses. The operator himself is a private business manager.

Motion by Charlie Smithson and seconded by Roger Johnson to charge the cafeterias rent for the space they occupy. Motion passed.

Topic for future discussion - funding for vacant space.

### **Leasing (Dean Ibsen)**

Dean Ibsen discussed the Leasing presentation (“handout” copy attached to minutes) in detail and answered many questions and comments.

Exempt agencies: IWD, DOT and Board of Regents.

Mary Lawyer expressed her appreciation for the good job GSE Leasing has done for her department.

Capt. Bob Alles moved to tentatively accept the Space Management and Leasing Services at the Seat of Government for FY2005, at the rate of 20 cents per square foot and the Leasing Services Outside the Seat of Government for FY2005, at the billing rate of \$41.60 per hour. Greg Anliker seconded the motion. Motion passed.

**Purchasing (Debbie O’Leary)**

Debbie O’Leary gave a brief update with the outcome of the “Purchasing Workgroup” results.

The workgroup (Debbie O’Leary, Roger Johnson, John Baldwin, Steve Lindner and a representative from Marcia Spangler’s office) met yesterday (10/29/03) for the first session. The group came up with Objective codes related to purchasing items, of approximately \$630,869,723.00 and will be presenting this information to the committee very soon. Now that GSE knows the total amount, the committee will go back and look at details.

**Open Discussion**

Next Meetings:            Friday, November 14, 2003    1:30 – 4:30  
                                 Hoover Building, Level A – EMD Conference Room

                                 November 18, 2003    1:30 – 4:30  
                                 Grimes Building – 1<sup>st</sup> Floor North Conference Room

                                 December 15, 2003    1:30 – 3:30  
                                 Hoover Building, Level A – EMD Conference Room

**Adjournment**

Meeting adjourned at 4:15 p.m.

Respectfully submitted,

Nancy Williams  
General Services Enterprise